



# PRIME VENDOR ISSUES



## THE TEAM





# PRIME VENDOR ISSUES



## DSCP

**What you do well:**

**Good contracts**

**Good at booking product – not so good at  
Letting the customers know they can buy at reduced  
Prices for a limited time!**

**Quality Audits** are as the kids would say, “The Bomb!”  
They really pay for themselves and serve the customer.

**We’re now getting some descending dollar reports – helps  
Us manage more effectively.**



# PRIME VENDOR ISSUES



## DSCP

- **Need account managers to watch prices – are they Creeping up?**
- **Track substitutions – is the prime vendor substituting something other than what the customer ordered?**
- **How long does it take the prime vendor to get a new item into stock? Does he meet the 30 day window?**
- **Reach out and touch the customer – call food advisory personnel frequently just to touch base**



# PRIME VENDOR ISSUES



## DSCP

**-CATALOG MAINTENANCE PROBLEMS: This drives installations nuts!**

**Every week we see changes in units of issue, which affects price, which affects AFMIS, etc.**

**Give advance warning!**

**-Can you plan customer conferences to coincide with the prime vendor food shows?? And let the customers and ACES know well in advance so we can budget and plan for the trip?**

**Help us push joint service catalog review sessions**

**We're going to try to help you with our folks ! ☺**



# PRIME VENDOR ISSUES



## The Customers

### What we do well:

- Feed soldiers three meals a day, every day, no matter what else is going on and no matter how tough the situation may be !



# PRIME VENDOR ISSUES



## The Customers

- We need to take control of our own programs

**Don't let the prime vendor run the menu boards**

**Don't let the manufacturers' reps run the menu boards**

**Follow the Army's policy on demonstrations and cuttings**

**If it is an item you really want, request the prime vendor bring the item in, even if the SPV doesn't normally carry that line**

**You need a proactive food management board**



# PRIME VENDOR ISSUES



## The Customers

- **We need to follow up when we ask for an item to be added to our catalog**
  - 1) **Fill out the form in the Army policy**
  - 2) **Provide it to both the prime vendor rep and the DSCP Account Manager**
  - 3) **Put a reminder 30 days out on the calendar**
  - 4) **If item is not available 30 days later, get a report from prime vendor on status; if not happy, get with DSCP**  
**Still no answer – call ACES**



# PRIME VENDOR ISSUES



## The Customers

- We need to follow up when we DON'T want an item added**  
**Let manufacturer know installation appreciates demo,**  
**but doesn't want the product**  
**Let prime vendor know also**
- We need to follow up once the item is catalogued**  
**Enter item in master item file; enter item in recipe file**  
**Develop SOP's for new items – give manufacturer reps**  
**a template - let them help**  
**Let managers know items are now in house and ready to use**





# PRIME VENDOR ISSUES

## The Customers

**-Plan how to use the new product**

**Consider plate cost – can you afford to put this on the menu?**

**Get POS materials from the manufacturer**

**Get marketing ideas from the prime vendor and manufacturer**

**Let customers know something new is available**

**-Track product use – now that it is available, who is using it and who is not? How do soldiers like the item? Are there ways to use the item we're not trying yet?**



# PRIME VENDOR ISSUES



## The Customers

- Check receiving procedures – is that the product  
You ordered?

**Do you have NAMP books in your ration room?**

- Review your STORES catalogs – what changed since  
last week?

- Manage your inventory – eliminate excesses.  
Let your prime vendor be your warehouse!



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## The Customers

- Attend Prime Vendor Food Shows
  - Go with a purpose – look for new items
  - Go for training at seminars
  - Take your ration person with you – look for items which could save money, labor, storage, etc.
- Attend DSCP Customer Conferences, audits and cataloging sessions – even if you have to take a military vehicle and drive
  - Great training opportunities !

**BUDGET, THEN DEFEND THE BUDGET ! THIS IS IMPORTANT !**



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## The Customers

### -Manufacturer training –

1. Only ask manufacturers whose products you use
2. When you schedule training, make sure you have the managers and food advisory personnel attend

### -POS Materials and equipment

1. These things are expensive! Take care of them!
2. **DO NOT USE THE EQUIPMENT FOR ANY OTHER MANUFACTURER'S PRODUCTS !**
3. Use POS to show your customer what you are serving

**ARMY VALUES –  
INTEGRITY !**



# PRIME VENDOR ISSUES



## Prime Vendors

### What you do well:

**Timely Deliveries - we can count on you !**

**Serve as our “warehouses” – both of product and information**

**Provide us with good quality products – most of the time ! ☺**

**NOT choke us when we come with those last minute “need HELP!” minutes**



# PRIME VENDOR ISSUES

## Prime Vendors

- Don't make changes to the catalog unless the customer knows first

**Affects Master Item and Recipe Files**

**Customer expects Brand X and gets Brand Y; thinks PV is "substituting" products**

**Purchase-ratio factors and changes in units of issue REALLY impact**

- You are a partner – you are NOT in control of the installation food program

**Help us grow our business – that will grow yours!**

**Show managers how to market your products**

**Identify items with uses in multiple day parts**

**"Sell" concepts, not items**



# PRIME VENDOR ISSUES



## Prime Vendors

**-Let's talk about private label products !**

- 1. They may be just as good as, or better than, the Name brand product we've asked for**
- 2. They may cost less – or more! – than what we've Asked for**
- 3. Do NOT send us private label products if we ordered Name brand products**
- 4. Show us comparisons of your private label product With the name brand products available**



# PRIME VENDOR ISSUES



## Prime Vendors

**\*\* Do not deliver items that do not comply with the Berry Amendment! \*\***

**- You make the manager have to decide Whether to break the law or NOT feed that item To his soldiers for the planned menu.**





# PRIME VENDOR ISSUES



## Prime Vendors

- Warn customers if price is increasing significantly
- Warn customers if pack size, PRF, or unit of issue changes
- Be “up front” if there is a product you really don’t want to bring in house, tell the customers why - But be prepared to bring it in anyway if the customer insists and can move adequate quantities
- Present seasonal menu-ing concepts to installations -- what might be new and interesting AND within our BDFA
- **Conduct random quality audits of products we’re buying**
- Don’t let DSCP and USDA/USDC find problems at audits
- **DO NOT SUBSTITUTE FOR NAPA ITEMS – we want those brand name items or we wouldn’t have catalogued them!**



# PRIME VENDOR ISSUES



**Questions ?**

**Comments ?**

**Issues ?**

**Snide Remarks ? 😊**

**Remember – we ARE a team!**



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